

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date: 11/16/2000

Date: May 21, 2007

Name: John G. Rauch

**Signature:**

P. O. Box 1450, Alexandria, VA

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

)

5

)

)

)

)

)

)

)

)

)

)

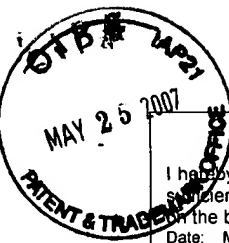
)

## AMENDMENT

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In reply to the Final Office Action mailed March 20, 2007, Applicant has timely filed this Amendment by Certificate of Mailing within two months from the mailing date of the Final Office Action because May 20, 2007 is a Sunday. Applicant respectfully requests the Examiner to withdraw the objections and rejections to this application and to grant allowance of this Application in view of the following remarks and amended claims. Please amend claims 1, 5, 21 and 27. Please cancel claims 2, 4, 6, and 29. The amendments to the claims begin on page 3. Remarks /Arguments begin on page 12.



AF/3623  
JFW

CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:

Date: May 21, 2007 Name: John G. Rauch Signature: [Signature]

BRINKS  
HOFFER  
GILSON  
& LIONE

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Appln. of: Missinhoun, Jean L., et al.

Appln. No.: 09/608,293

Filed: June 30, 2000

For: SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER

Attorney Docket No: 10022/225

Examiner: Boyce, Andre D.

Art Unit: 3623

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL**

Sir:

**Attached is/are:**

- ☒ Transmittal Letter (in duplicate); Amendment
- ☒ Return Receipt Postcard

**Fee calculation:**

- ☒ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$\_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 C.F.R. § 1.136(a).
- ☐ A petition or processing fee in an amount of \$\_\_\_\_\_ under 37 C.F.R. § 1.17(\_\_\_\_\_).
- ☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total		Minus			x \$25=			x \$50=	
Indep.		Minus			x 100=			x \$200=	
First Presentation of Multiple Dep. Claim					+\$180=			+\$360=	
					Total	\$		Total	\$

**Fee payment:**

- ☐ A check in the amount of \$\_\_\_\_\_ is enclosed.
- ☐ Please charge Deposit Account No. 23-1925 in the amount of \$\_\_\_\_\_ A copy of this Transmittal is enclosed for this purpose.
- ☐ Payment by credit card in the amount of \$\_\_\_\_\_ (Form PTO-2038 is attached).
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

5/21/2007  
Date

[Signature]  
John G. Rauch (Reg. No. 37,218)

BRINKS HOFFER GILSON & LIONE  
NBC Tower – Suite 3600, 455 N. Cityfront Plaza Drive, Chicago, IL 60611-5599

BRINKS  
HOFFER  
GILSON  
& LIONE